

Appln. S.N. 09/997/761
Prelim. Amdt. dated June 19, 2006 for RCE
Docket No. GP-301187-OST-ALS

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In the claims:

1. (Currently amended) A method for directing service in a vehicle, comprising:
receiving, at a service management subsystem, a service request from the vehicle;
receiving, at the service management subsystem, a vehicle location;
determining, at the service management subsystem, vehicle delivery-enabling information
based on the service request and the vehicle location;
configuring, at the service management subsystem, the service corresponding to the service
request based on the vehicle delivery-enabling information, ~~wherein the service is configured at a
service management subsystem~~; and
sending the configured service from the service management subsystem to the vehicle.
2. (Original) The method of claim 1 further comprising:
receiving a signal including a vehicle identifier from a vehicle communication component.
3. (Original) The method of claim 2 wherein the vehicle identifier is a unique code including
user identifier information and vehicle location.
4. (Currently amended) The method of claim 1, further comprising:
sending a list of delivery channels to a vehicle communication component, the delivery
channels being selected from a live agent and a virtual agent.
5. (Currently amended) The method of claim 4, further comprising: selecting a channel from
the list of delivery channels to deliver the configured service corresponding to the service request.
6. (Currently amended) The method of claim 5, further comprising: optimizing the
configured service for communication based on the selected delivery channel.
7. (Currently amended) The method of claim 1, further comprising: configuring a vehicle
communication component in the vehicle based on the vehicle delivery-enabling information.

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8. (Currently amended) The method of claim 1, further comprising: creating a profile that includes the vehicle delivery-enabling information.

9. (Currently amended) The method of claim 1 wherein determining the vehicle delivery-enabling information is based on at least one pre-determined user input.

10. (Original) The method of claim 1 wherein sending the service corresponding to the service request comprises sending electronic mail to a vehicle communication component.

11. (Currently amended) The method of claim 1, further comprising: updating the vehicle delivery-enabling information at the service management subsystem ~~a service management application~~ while the subsystem ~~application~~ is in contact with a vehicle communication component.

12. (Currently amended) A system for directing service in a vehicle, comprising:
means, at a service management subsystem, for receiving a service request from the vehicle;
means, at the service management subsystem, for receiving a vehicle location;
means, at the service management subsystem, for determining vehicle delivery-enabling information based on the service request and the vehicle location;
means, at the service management subsystem, for configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and
means for sending the configured service from service management subsystem to the vehicle;
~~wherein the means for configuring the service are located at a service management subsystem.~~

13. (Currently amended) The system of claim 12, further comprising: means for receiving a signal including a vehicle identifier from a vehicle communication component.

14. (Currently amended) The system of claim 12, further comprising: means for sending a list of delivery channels to a vehicle communication component, the delivery channels being selected from a live agent and a virtual agent.

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15. (Currently amended) The system of claim 14, further comprising: means for selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

16. (Currently amended) The system of claim 15, further comprising: means for optimizing the configured service for communication based on the selected delivery channel.

17. (Currently amended) The system of claim 12, further comprising: means for configuring a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

18. (Currently amended) The system of claim 12, further comprising: means for creating a profile that includes the vehicle delivery-enabling information.

19. (Currently amended) The system of claim 12, further comprising: means for updating the vehicle delivery-enabling information at the service management subsystem ~~a service management application while the subsystem application~~ is in contact with a vehicle communication component.

20. (Currently amended) A computer usable medium including a program for directing service in a vehicle, the computer usable medium comprising:
computer readable program code that receives a service request from the vehicle;
computer readable program code that receives a vehicle location;
computer readable program code that determines vehicle delivery-enabling information based on the service request and the vehicle location;
computer readable program code that configures the service corresponding to the service request based on the vehicle delivery-enabling information; and
computer readable program code that sends the configured service to the vehicle;

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wherein: the service request and the vehicle location are received at; the vehicle delivery-enabling information is determined at; the service is configured at; and the configured service is sent from at a service management subsystem.

21. (Currently amended) The computer usable medium of claim 20, comprising: computer readable program code that receives a signal including a vehicle identifier from a vehicle communication component.

22. (Original) The computer usable medium of claim 21 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.

23. (Currently amended) The computer usable medium of claim 20, further comprising: computer readable program code that sends a list of delivery channels to a vehicle communication component.

24. (Currently amended) The computer usable medium of claim 23, further comprising: computer readable program code that selects a channel from the list of delivery channels to deliver the configured service corresponding to the service request, the delivery channels being selected from a live agent and a virtual agent.

25. (Currently amended) The computer usable medium of claim 24, further comprising: computer readable program code that optimizes the configured service for communication based on the selected delivery channel.

26. (Currently amended) The computer usable medium of claim 20, further comprising: computer readable program code that configures a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

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27. (Currently amended) The computer usable medium of claim 20, further comprising:
computer readable program code that creates a profile that includes the vehicle delivery-enabling
information.

28. (Currently amended) The computer usable medium of claim 20 wherein determining the
vehicle delivery-enabling information is based on at least one pre-determined user input.

29. (Original) The computer usable medium of claim 20 wherein sending the service
corresponding to the service request comprises sending electronic mail to a vehicle communication
component.

30. (Currently amended) The computer usable medium of claim 20, further comprising:
computer readable program code that updates the vehicle delivery-enabling information at the service
management subsystem ~~a service management application~~ while the subsystem ~~application~~ is in
contact with a vehicle communication component.